



Department of Medical Assistance Services
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www.dmas.virginia.gov

MEDICAID MEMO

TO: All Fee-For-Service Emergency Ground Ambulance, Emergency Air Ambulance, and Neo-Natal Ambulance Service Providers that participate in the Virginia Medical Assistance Program

FROM: Patrick W. Finnerty, Director
Department of Medical Assistance Services (DMAS)

MEMO: Special

DATE: 10/2/2009

SUBJECT: Medicaid Transportation Billing: Changing to a 2 Code System – Effective November 1, 2009

The purpose of this memorandum is to inform all Fee-For-Service Emergency Ground Ambulance, Emergency Air Ambulance, and Neo-Natal Ambulance Service providers that participate in the Virginia Medical Assistance Program that the Department of Medical Assistance Services (DMAS) will replace the current ambulance claim submission requirements with a two (2) procedure code requirement, similar to Medicare, effective for dates of service on or after November 1, 2009. Medicare pays for the ambulance services under a CPT/HCPCS procedure code and the mileage under the corresponding procedure code. This change applies to ambulance service and mileage reimbursement for fee-for-service, Medicare Title XVIII, electronic and paper Medicare crossover claims.

The Virginia Medicaid Management Information System (VaMMIS) will be changed to accept two claim lines, one for ambulance service and one for ambulance mileage, on the same document for fee-for-service, Medicare Title XVIII, and electronic and paper crossover claims.

The DMAS Transportation Unit will provide training in late October on proper utilization and billing instructions for the following forms: DMAS Form 30R; DMAS Form 31R; and, the CMS 1500 Form via Webex, a web based tool for conducting interactive training sessions. The training dates and times are as follows:

- October 21 at 1:30 PM
- October 23 at 9:30 AM

Other meeting dates will be available based on demand.

Please contact Transportation@dmas.virginia.gov by October 19, 2009, to register for the training.

These changes will be reflected in a revised Chapter V: "Billing" in the DMAS Transportation Manual which will be issued in October 2009.

REQUESTS FOR DUPLICATE REMITTANCE ADVICES

In an effort to reduce operating expenditures, requests for duplicate provider remittance advices will no longer be printed and mailed free of charge. Duplicate remittance advices will be processed and sent via secure email. A processing fee for generating duplicate paper remittance advices will be applied to paper requests, effective July 1, 2009.

ALTERNATE METHODS TO LOOK UP INFORMATION

Effective August 1, 2009, DMAS authorized users now have the additional capability to look up service limits by entering a procedure code with or without a modifier. Any procedure code entered must be part of a current service limit edit to

obtain any results. The service limit information returned will pertain to all procedure codes used in that edit and will not be limited to the one procedure code that is entered. This is designed to enhance the current ability to request service limits by Service Type, e.g., substance abuse, home health, etc. Please refer to the appropriate Provider Manual for the specific service limit policies.

ELIGIBILITY VENDORS

DMAS has contracts with the following eligibility verification vendors offering internet real-time, batch and/or integrated platforms. Eligibility details such as eligibility status, third party liability, and service limits for many service types and procedures are available. For more information on the services that are offered, contact the vendors. Contact information for each of the vendors is listed below.

Passport Health Communications, Inc. www.passporthealth.com sales@passporthealth.com Telephone: 1 (888) 661-5657	SIEMENS Medical Solutions – Health Services Foundation Enterprise Systems/HDX www.hdx.com Telephone: 1 (610) 219-2322	Emdeon www.emdeon.com Telephone: 1 (877) 363-3666
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ELIGIBILITY AND CLAIMS STATUS INFORMATION

DMAS offers a web-based Internet option (ARS) to access information regarding Medicaid or FAMIS eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification. The website address to use to enroll for access to this system is <http://virginia.flsc.com>. The MediCall voice response system will provide the same information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider.

COPIES OF MANUALS

DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid Memoranda on the DMAS website at www.dmas.virginia.gov. Refer to the "DMAS Content Menu" column on the left-hand side of the DMAS web page for the "Provider Services" link, which takes you to the "Manuals, Memos and Communications" link. This link opens up a page that contains all of the various communications to providers, including Provider Manuals and Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet or would like a paper copy of a manual, you can order it by contacting Commonwealth-Martin at 1-804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates that are requested.

"HELPLINE"

The "HELPLINE" is available to answer questions Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays. The "HELPLINE" numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid Provider Identification Number available when you call.

PROVIDER E-NEWSLETTER SIGN-UP

DMAS is pleased to inform providers about the creation of a new Provider E-Newsletter. The intent of this electronic newsletter is to inform, communicate, and share important program information with providers. Covered topics will include changes in claims processing, common problems with billing, new programs or changes in existing programs, and other information that may directly affect providers. If you would like to receive the electronic newsletter, please sign up at www.dmas.virginia.gov/pr-enewsletter.asp.

Please note that the Provider E-Newsletter is not intended to take the place of Medicaid Memos, Medicaid Provider Manuals, or any other official correspondence from DMAS.